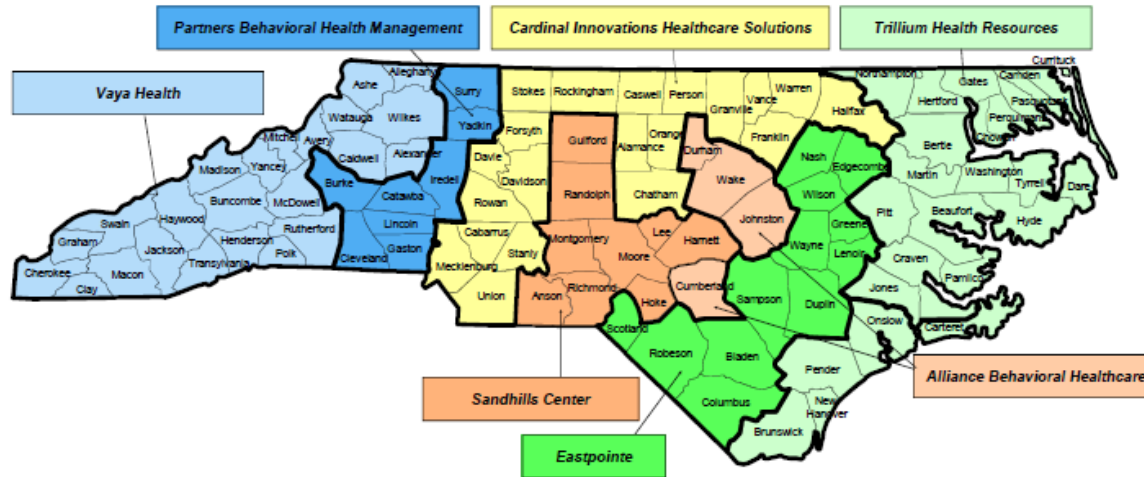


North Carolina Department of Health and Human Services  
Division of Mental Health, Developmental Disabilities,  
And Substance Abuse Services

Local Management Entities/ Managed Care Organizations  
Administrative Functions Monitoring Report  
>i bY 2017



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Version: 1/17/2017



# NC DHHS LME/MCO Performance Summary

June 2017 Report

8/1/2017

## Meets Standards?

DMA Performance Measures	Standard	Meets Standards?						
		Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium
% of Community Inpatient Readmits assigned to Care Coord.	85%	Y	Y	Y	Y	Y	Y	Y
Total % of Auth Requests Processed in Required Timeframes	95%	Y	Y	Y	Y	Y	Y	Y
% Routine Auths Processed in 14 Days	95%	Y	Y	Y	Y	Y	Y	Y
% Expedited/Inpt Auths Processed in 3 Days	95%	Y	Y	Y	Y	Y	Y	Y
% of Claims Processed within 30 Days	90%	Y	Y	Y	Y	Y	Y	Y
% of Complaints resolved in 30 days	90%	Y	Y	Y	Y	Y	Y	Y
<b>DMH Performance Measures</b>								
Total % of Auth Requests Processed in Required Timeframes	95%	Y	Y	Y	Y	Y	Y	Y
% Routine Auths Processed in 14 Days	95%	Y	Y	Y	Y	Y	Y	Y
% Expedited/Inpt Auths Processed in 3 Days	95%	Y	Y	Y	Y	Y	Y	Y
% of Claims Processed within 30 Days	90%	Y	Y	Y	Y	Y	Y	Y
% of Complaints resolved in 30 days	90%	Y	Y	Y	Y	Y	Y	Y
<b>Combined Performance Measures</b>								
% of calls Abandoned	<5%	Y	N	Y	Y	Y	Y	Y
% Answered within 30 seconds	95%	Y	N	Y	Y	Y	Y	Y

Yellow Highlights indicate the MCO did not meet the Standard for one or two consecutive months.

Pink Highlights indicate the MCO did not meet the Standard for 3 or more consecutive months.

### EXPLANATIONS

**Cardinal Call Center Measures - 5.2% of Calls Abandoned, 94.8% Answered Timely.** Per Cardinal: January 2017 the Access Call Center migrated to new call center software. From January to May Access Management has been working closely with IT and our Cisco Software vendor to optimize the current software. Upon evaluation of data it was discovered that callers were remaining in queue for extended periods before being presented to Access Call Center staff and steps were made in May to address that. In addition a tool was put in place to help staff properly identify the type of call they are receiving to assist with more accurate documentation. As a result an additional 10 seconds was added to the queue time which increased the average speed of answer and the number of abandoned calls.

**LME/MCO Monthly Monitoring Report**  
**Medicaid and State Combined**

June 2017 Report

8/1/2017

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	NC Total	STD DEV
<b>Call Center</b>										
Total Number of Calls (re: services for consumers)		4,988	5,728	3,865	3,250	2,834	4,035	2,064	26,764	
# of Calls Abandoned		42	300	67	37	65	98	29	638	
% of calls Abandoned	<5%	0.8%	5.2%	1.7%	1.1%	2.3%	2.4%	1.4%	2.4%	
Avg Speed to Answer Calls (seconds)	o	7.0	12.0	4.0	6.0	5.0	7.0	4.0	6.4	2.56
# of Calls Answered within 30 seconds		4,946	5,428	3,845	3,213	2,769	3,937	2,024	26,162	
% Answered within 30 seconds	95%	99.2%	94.8%	99.5%	98.9%	97.7%	97.6%	98.1%	97.8%	
<b>IDD Wait List</b>										
Number of Persons on the IDD Waitlist (snapshot on 1st of Month)		2,929	3,350	761	1,003	1,457	1,318	874	11,692	
# of Persons on Registry of Unmet Needs for Innovations Waiver		2,895	3,284	761	981	1,396	1,305	874	11,496	
% of Persons waiting who are on the Reg. of Unmet Needs	o	99%	98%	100%	98%	96%	99%	100%	98%	1%
# of Persons waiting for residential services		-	102	-	17	8	54	-	181	
% of Persons waiting for residential services	o	0%	3%	0%	2%	1%	4%	0%	2%	2%
# of Persons waiting for ADVP		-	113	-	36	53	-	-	202	
% of Persons waiting for ADVP	o	0%	3%	0%	4%	4%	0%	0%	2%	2%
# of Persons waiting for vocational services		-	1	-	1	-	0	-	2	
% of Persons waiting for vocational services	o	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0%	0%
<b>Service Status of Persons on the Waiting List</b>										
# of Persons on Waitlist receiving B3 Services		353	775	59	102	404	220	187	2,100	
% of Persons on Waitlist receiving B3 Services	o	12%	23%	8%	10%	28%	17%	21%	18%	7%
# of Persons on Waitlist receiving State Services		715	553	163	162	163	410	332	2,498	
% of Persons on Waitlist receiving State Services	o	24%	17%	21%	16%	11%	31%	38%	21%	9%
# of Persons on Waitlist receiving State and/or B3 services (undup)		785	1,192	222	220	567	479	408	3,873	
% of Persons on Waitlist receiving State and/or B3 Services	o	27%	36%	29%	22%	39%	36%	47%	33%	8%
# of Persons on Waitlist not receiving any LME/MCO funded svcs		2,144	2,158	539	783	890	839	466	7,819	
% of Persons on Waitlist not receiving any LME/MCO funded svcs	o	73%	64%	71%	78%	61%	64%	53%	67%	8%
<b>Incidents</b>										
Number of Level 2 Critical Incident Reports received		237	407	104	141	182	254	133	1,458	
Number of Level 3 Critical Incident Reports received *		11	31	6	8	14	35	12	117	
<b>Transitions to Community Living Initiative</b>										
Individuals in In-reach		582	1231	965	504	495	617	700	5,094	
Number of individuals in Transition Planning process		73	83	7	30	24	16	8	241	
Number of Individuals Housed - Total		151	420	143	207	168	202	179	1,470	
<b>Claim/Encounter Processing in NCTracks **</b>										
DMH- % of Claims \$ Value Denied by Date of Service FY16	<5%	1%	11%	3%	1%	7%	7%	3%	5%	3%
DMH- % of Claims \$ Value Denied by Date of Service FY17 YTD	<5%	4.8%	16%	2%	4.3%	9%	9%	5.0%	8%	4%

\* All Level 3 Critical Incidents are reviewed by the LME/MCO to ensure Providers conduct internal investigation.

\*\* DMH - As of 07/25/2017 checkwrite; FY17 now includes inpatient claims.

Yellow Highlights indicate the MCO did not meet the Standard      Pink Highlights indicate the MCO did not meet the Standard for 3 consecutive n      Blue highlights indicate possible outliers.

**MCO Monthly Monitoring Report  
Medicaid Only**

**June 2017 Report  
LME/MCO:**

8/1/2017

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	Statewide	STD DEV
<b>Persons Served</b>		Jun 2017	Jun 2017	Jun 2017	Jun 2017	Jun 2017	Jun 2017	Jun 2017	Jun 2017	
Unduplicated Count of Medicaid Members		225,208	437,475	192,250	144,043	166,407	161,205	182,113	<b>1,508,701</b>	
# Persons Receiving MH Services		13,801	19,501	7,074	8,266	7,545	9,900	10,777	<b>76,864</b>	
% of Members Receiving MH Services	o	<b>6.1%</b>	<b>4.5%</b>	<b>3.7%</b>	<b>5.7%</b>	<b>4.5%</b>	<b>6.1%</b>	<b>5.9%</b>	<b>5.1%</b>	0.9%
# Persons Receiving SA Services		1,259	2,956	1,227	1,530	1,146	1,830	1,433	<b>11,381</b>	
% of Members Receiving SA Services	o	<b>0.6%</b>	<b>0.7%</b>	<b>0.6%</b>	<b>1.1%</b>	<b>0.7%</b>	<b>1.1%</b>	<b>0.8%</b>	<b>0.8%</b>	0.2%
# Persons Receiving DD Services		3,060	5,910	1,648	2,195	1,725	1,858	2,611	<b>19,007</b>	
% of Members Receiving DD Services	o	<b>1.4%</b>	<b>1.4%</b>	<b>0.9%</b>	<b>1.5%</b>	<b>1.0%</b>	<b>1.2%</b>	<b>1.4%</b>	<b>1.3%</b>	0.2%
Unduplicated # that received MH/DD/SA Services		17,513	26,314	9,281	11,471	10,416	13,258	13,133	<b>101,386</b>	
% of Members Receiving MH/DD/SA Services	o	<b>7.8%</b>	<b>6.0%</b>	<b>4.8%</b>	<b>8.0%</b>	<b>6.3%</b>	<b>8.2%</b>	<b>7.2%</b>	<b>6.7%</b>	1.1%
<b>Community Psychiatric Hospitalization</b>		Jun 2017	Jun 2017	Jun 2017	Jun 2017	Jun 2017	Jun 2017	Jun 2017	Jun 2017	
# of MH Admissions to Community Psychiatric Inpatient		166	456	166	143	80	184	187	<b>1,382</b>	
Rate of MH Admissions per 1,000 Medicaid Members	o	0.74	1.04	0.86	0.99	0.48	1.14	1.03	<b>0.92</b>	0.21
# of MH Admissions that were Readmissions within 30 days		13	19	21	17	11	25	29	<b>135</b>	
% of MH Admissions that were Readmissions within 30 days	o	<b>7.8%</b>	<b>4.2%</b>	<b>12.7%</b>	<b>11.9%</b>	<b>13.8%</b>	<b>13.6%</b>	<b>15.5%</b>	<b>9.8%</b>	3.7%
# of MH Inpatient Discharges		197	316	179	144	111	184	234	<b>1,365</b>	
MH Inpt Average Length of Stay (days)	o	6.60	8.40	5.70	4.60	3.90	9.70	7.98	<b>7.1</b>	1.96
# of SA Admissions to Community Psychiatric Inpatient		1	27	17	10	13	11	3	<b>82</b>	
Rate of SA Admissions per 1,000 Medicaid Members	o	0.00	0.06	0.09	0.07	0.08	0.07	0.02	<b>0.05</b>	0.03
# of SA Admissions that were Readmissions within 30 days		0	4	2	1	4	3	0	<b>14</b>	
% of SA Admissions that were Readmissions within 30 days	o	<b>0.0%</b>	<b>14.8%</b>	<b>11.8%</b>	<b>10.0%</b>	<b>30.8%</b>	<b>27.3%</b>	<b>0.0%</b>	<b>17%</b>	11.1%
# of SA Inpatient Discharges		1	32	21	13	20	13	3	<b>103</b>	
SA Inpt Average Length of Stay (days)	o	7.0	4.4	3.9	3.4	6.3	6.2	5.3	<b>4.8</b>	1.26
<b>Care Coordination</b>		Jun 2017	Jun 2017	Jun 2017	Jun 2017	Jun 2017	Jun 2017	Jun 2017	Jun 2017	
# of MH and SA Readmits assigned to a Care Coordinator		12	23	23	18	15	28	29	<b>148</b>	
% of Readmits assigned to Care Coordination	85.0%	92.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	<b>99.3%</b>	
<b>Emergency Dept Utilization (3 month lag)</b>		Mar 2017	Mar 2017	Mar 2017	Mar 2017	Mar 2017	Mar 2017	Mar 2017	Mar 2017	
# of ED Admits for persons with MHDDSA diagnoses		306	1,017	355	274	356	370	351	<b>3,029</b>	
Rate of ED Admits per 1,000 Medicaid Members	o	1.37	2.23	1.83	1.79	2.03	2.22	1.93	<b>2.0</b>	0.27
# of ED Admits for persons who are active consumers		96	547	98	148	123	125	192	<b>1,329</b>	
% of ED Admits that were for active consumers	o	<b>31.4%</b>	<b>53.8%</b>	<b>27.6%</b>	<b>54.0%</b>	<b>34.6%</b>	<b>33.8%</b>	<b>54.7%</b>	<b>44%</b>	11.2%
# of ED Admits which were readmissions within 30 days		42	161	39	32	58	55	24	<b>411</b>	
% of ED Admissions Readmitted within 30 days	o	<b>13.7%</b>	<b>15.8%</b>	<b>11.0%</b>	<b>11.7%</b>	<b>16.3%</b>	<b>14.9%</b>	<b>6.8%</b>	<b>13.6%</b>	3.1%
<b>Authorization Requests</b>		Jun 2017	Jun 2017	Jun 2017	Jun 2017	Jun 2017	Jun 2017	Jun 2017	Jun 2017	
Total Number of Auth Requests Received		3,711	6,622	2,147	3,929	2,503	3,378	3,286	<b>25,576</b>	
# Standard Auth. Request Decisions		3,204	5,395	1,663	3,736	2,010	2,634	2,307	<b>20,949</b>	
# Standard Auth Requests Processed in 14 Days		3,199	5,390	1,663	3,721	2,010	2,630	2,307	<b>20,920</b>	
% Processed in 14 Days	95.0%	99.8%	99.9%	100.0%	99.6%	100.0%	99.8%	100.0%	<b>99.9%</b>	0.1%
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		507	1,227	484	193	493	744	979	<b>4,627</b>	
# Expedited and Inpatient Auth Requests Processed in 3 Days		505	1,226	484	193	493	744	977	<b>4,622</b>	
% Processed in 3 Days	95.0%	99.6%	99.9%	100.0%	100.0%	100.0%	100.0%	99.8%	<b>99.9%</b>	0.1%
Total % of Auth Requests Processed in Required Timeframes	95.0%	99.8%	99.9%	100.0%	99.6%	100.0%	99.9%	99.9%	<b>99.9%</b>	0.1%

**MCO Monthly Monitoring Report  
Medicaid Only**

**June 2017 Report  
LME/MCO:**

8/1/2017

Monitoring Area	Standard	Alliance	Cardinal	Eastpointe	Partners	Sandhills	Vaya (Smoky)	Trillium	Statewide	STD DEV
# of Auth Requests Denied for Clinical Reasons		30	217	115	210	67	79	68	786	
% of Total Auth Requests Denied for Clinical Reasons	o	0.8%	3.3%	5.4%	5.3%	2.7%	2.3%	2.1%	3.1%	1.6%
# of Administrative Denials		11	-	33	56	-	11	76	187	
% of Total Auth Requests Denied for Admin Reasons	o	0.3%	0.0%	1.5%	1.4%	0.0%	0.3%	2.3%	0.7%	0.8%
Total # of Auth Requests Denied		41	217	148	266	67	90	144	973	
% of Total Auth Requests Approved	o	98.9%	96.7%	93.1%	93.2%	97.3%	97.3%	95.6%	96.2%	2.0%
Number of Consumer Authorization Appeals received		12	92	12	24	18	15	21	194	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	0.7	3.5	1.3	2.1	1.7	1.1	1.6	1.9	0.84
Number of Authorizations overturned due to Consumer Appeals		1	20	-	-	9	4	1	35	
<b>Claims</b>		5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	5/16 - 6/15
Total # Clean Claim Received during Month (detail lines)		106,138	197,755	63,715	82,189	32,921	102,199	88,230	673,147	
Rate of Claims Rcpt per Person Served	o	6.1	7.5	6.9	7.2	3.2	7.7	6.7	6.6	1.44
# Paid		99,384	186,741	57,585	73,054	31,146	92,433	83,806	624,149	
# Denied		6,754	10,997	6,130	9,130	1,775	9,649	4,424	48,859	
# Pended or in Process			17	-	5	-	117	-	139	
Percent Denied	o	6.4%	5.6%	9.6%	11.1%	5.4%	9.5%	5.0%	7.3%	2.3%
# Paid or Denied within 30 Days		104,809	197,738	63,422	82,189	32,920	100,735	88,230	670,043	
Percent Processed within 30 Days	90.0%	98.7%	100.0%	99.5%	100.0%	100.0%	98.6%	100.0%	99.5%	0.6%
Avg # days for Processing (from Receipt to Payment)	o	6.0	8.2	8.6	10.0	8.3	9.0	7.0	8.2	1.21
Number of Provider claim Appeals received		1	1	0	0	0	49	0	51	
Rate of Provider Claim appeals per 1,000 persons served	o	0.1	0.0				3.7		0.5	1.72
Number of claim denials overturned due to Provider Appeals		0	0	0	0	0	4	0	4	
<b>Complaints/Grievances</b>		May 2017	May 2017	May 2017	May 2017	May 2017	May 2017	May 2017	May 2017	May 2017
Total number of complaints received (1 month prior)		74	55	11	16	30	38	22	246	
Rate of Complaints per 1,000 Persons Served	o	3.8	1.9	0.9	1.1	2.3	2.3	1.3	2.4	0.90
# Consumer complaints against provider		26	34	8	14	17	25	16	140	
% Consumer complaints against provider	o	35.1%	61.8%	72.7%	87.5%	56.7%	65.8%	72.7%	57%	15.1%
# Consumer complaints against LME/MCO		5	21	1	1	2	9	5	44	
% Consumer complaints against LME/MCO	o	6.8%	38.2%	9.1%	6.3%	6.7%	23.7%	22.7%	18%	11.4%
# Provider complaints against LME/MCO		1	-	-	-	-	1	-	2	
% Provider complaints against LME/MCO	o	1.4%	0.0%	0.0%	0.0%	0.0%	2.6%	0.0%	1%	1.0%
# of Other Types of Complaints		42	-	2	1	11	3	1	60	
# of Complaints Resolved in 30 Days		74	55	11	16	30	38	22	246	
Percent of Complaints resolved in 30 days	90.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
<b>Program Integrity--Fraud, Waste and Abuse</b>		Jun 2017	Jun 2017	Jun 2017	Jun 2017	Jun 2017	Jun 2017	Jun 2017	Jun 2017	Jun 2017
Number of Provider fraud and abuse cases under investigation by LME/MCO-New		7	18	6	10	4	6	4	55	
Number of Provider fraud and abuse cases under investigation by LME/MCO-Ongoing from previous month		21	12	8	41	11	66	3	162	
Number of Enrollee fraud and abuse cases investigated by LME/MCO		0	0	0	0	0	0	0	0	
Number of Cases Referred to DMA Program Integrity		0	0	0	0	1	0	0	1	
Yellow Highlights indicate the MCO did not meet the Standard Pink Highlights indicate the MCO did not meet the Standard for 3 consecu Blue highlights indicate possible outliers.										

**LME/MCO Monthly Monitoring Report**  
**State/Federal Block Grant Only**

**June 2017 Report**  
**LME/MCO:**

8/1/2017

<b>Monitoring Areas</b>	<b>Standard</b>	<b>Alliance</b>	<b>Cardinal</b>	<b>Eastpointe</b>	<b>Partners</b>	<b>Sandhills</b>	<b>Vaya (Smoky)</b>	<b>Trillium</b>	<b>Statewide</b>	<b>STD DEV</b>
		Jun 2017	Jun 2017	Jun 2017	Jun 2017	Jun 2017	Jun 2017	Jun 2017	Jun 2017	
<b>Persons Served</b>										
Estimated number of Uninsured in Catchment Area		206,004	377,365	120,709	115,775	140,186	138,416	150,077	<b>1,248,532</b>	
# Persons Receiving MH Services		3,365	3,209	1,497	1,400	1,834	2,475	2,479	<b>16,259</b>	
% of Uninsured Receiving MH Services	o	<b>1.6%</b>	<b>0.9%</b>	<b>1.2%</b>	<b>1.2%</b>	<b>1.3%</b>	<b>1.8%</b>	<b>1.7%</b>	<b>1.3%</b>	0.30%
# Persons Receiving SA Services		968	1,677	516	646	660	1,010	1,758	<b>7,235</b>	
% of Uninsured Receiving SA Services	o	<b>0.5%</b>	<b>0.4%</b>	<b>0.4%</b>	<b>0.6%</b>	<b>0.5%</b>	<b>0.7%</b>	<b>1.2%</b>	<b>0.6%</b>	0.25%
# Persons Receiving DD Services		737	762	318	446	465	470	665	<b>3,863</b>	
% of Uninsured Receiving DD Services	o	<b>0.36%</b>	<b>0.20%</b>	<b>0.26%</b>	<b>0.39%</b>	<b>0.33%</b>	<b>0.34%</b>	<b>0.44%</b>	<b>0.3%</b>	0.07%
Unduplicated # Persons Receiving MH/DD/SA Services		4,945	5,371	2,132	2,411	2,959	3,870	4,235	<b>25,923</b>	
% of Uninsured Receiving MH/DD/SA Services	o	<b>2.4%</b>	<b>1.4%</b>	<b>1.8%</b>	<b>2.1%</b>	<b>2.1%</b>	<b>2.8%</b>	<b>2.8%</b>	<b>2.1%</b>	0.48%
<b>Community Psychiatric Hospitalization (1)</b>		Jun 2017	Jun 2017	Jun 2017	Jun 2017	Jun 2017	Jun 2017	Jun 2017	Jun 2017	
# of MH Admissions to Community Psychiatric Inpatient		74	292	39	226	80	125	96	<b>932</b>	
Rate of MH Admissions per 1,000 Uninsured	o	0.36	0.77	0.32	<b>1.95</b>	0.57	0.90	0.64	<b>0.75</b>	0.51
# of MH Admissions that were Readmissions within 30 days		1	8	0	16	1	17	9	<b>52</b>	
% of MH Admissions that were Readmissions within 30 days	o	<b>1.4%</b>	<b>2.7%</b>	<b>0.0%</b>	<b>7.1%</b>	<b>1.3%</b>	<b>13.6%</b>	<b>9.4%</b>	<b>5.6%</b>	4.70%
# of MH Inpatient Discharges		70	90	44	229	97	142	102	<b>774</b>	
<b>MH Inpt Average Length of Stay (days)</b>	o	<b>6.4</b>	<b>6.4</b>	<b>5.0</b>	<b>5.7</b>	<b>2.4</b>	<b>7.8</b>	<b>8.4</b>	<b>6.1</b>	1.83
# of SA Admissions to Community Psychiatric Inpatient		0	46	26	8	41	24	3	<b>148</b>	
Rate of SA Admissions per 1,000 Uninsured	o	-	0.12	0.22	0.07	<b>0.29</b>	0.17	0.02	<b>0.12</b>	0.10
# of SA Admissions that were Readmissions within 30 days		0	4	2	1	0	2	0	<b>9</b>	
% of SA Admissions that were Readmissions within 30 days	o		<b>8.7%</b>	<b>7.7%</b>	<b>12.5%</b>	<b>0.0%</b>	<b>8.3%</b>	<b>0.0%</b>	<b>6%</b>	4.6%
# of SA Inpatient Discharges		0	25	29	12	52	21	4	<b>143</b>	
<b>SA Inpt Average Length of Stay (days)</b>	o	-	<b>6.1</b>	<b>4.8</b>	<b>6.9</b>	<b>3.4</b>	<b>5.3</b>	<b>7.0</b>	<b>4.8</b>	2.27
<b>Authorizations</b>		Jun 2017	Jun 2017	Jun 2017	Jun 2017	Jun 2017	Jun 2017	Jun 2017	Jun 2017	
Total Number of Auth Requests Received		1,147	2,384	1,145	1,400	1,347	996	703	<b>9,122</b>	
# Standard Auth. Request Decisions		1,025	1,463	870	1,146	933	632	351	<b>6,420</b>	
# Standard Auth Requests Processed in 14 Days		1,025	1,460	870	1,146	933	632	349	<b>6,415</b>	
% Processed in 14 Days	95.0%	100.0%	99.8%	100.0%	100.0%	100.0%	100.0%	99.4%	<b>99.9%</b>	0.00
# Auth Requests requiring Expedited Decisions, inclusive of Inpatient		122	921	275	254	414	364	352	<b>2,702</b>	
# Expedited and Inpatient Auth Requests Processed in 3 Days		122	911	275	254	414	364	352	<b>2,692</b>	
% Processed in 3 Days	95.0%	100.0%	98.9%	100.0%	100.0%	100.0%	100.0%	100.0%	<b>99.6%</b>	0.00
Total % of Auth Requests Processed in Required Timeframes	95.0%	100.0%	99.5%	100.0%	100.0%	100.0%	100.0%	99.7%	<b>99.8%</b>	0.00
# of Auth Requests Denied for Clinical Reasons		3	5	26	3	3	7	2	<b>49</b>	
% of Total Auth Requests Denied for Clinical Reasons	o	0.3%	0.2%	<b>2.3%</b>	0.2%	0.2%	0.7%	0.3%	<b>0.5%</b>	0.7%
# of Administrative Denials		-	-	51	4	-	3	21	<b>79</b>	
% of Total Auth Requests Denied for Admin Reasons	o	0.0%	0.0%	<b>4.5%</b>	0.3%	0.0%	0.3%	3.0%	<b>0.9%</b>	1.7%
Total # of Auth Requests Denied		3	5	77	7	3	10	23	<b>128</b>	
% of Total Auth Requests Approved	o	99.7%	99.8%	<b>93.3%</b>	99.5%	99.8%	99.0%	96.7%	<b>99%</b>	2.3%
Number of Consumer Authorization Appeals received		-	-	3	-	-	1	-	<b>4</b>	
Rate of Consumer Auth. Appeals per 1,000 persons svd	o	-	-	1.4	-	-	0.3	-	<b>0.2</b>	0.57
Number of Authorizations overturned due to Consumer Appeals		-	-	-	-	-	-	-	<b>-</b>	



<b>LME/MCO Monthly Monitoring Report</b>		<b>June 2017 Report</b>								<b>8/1/2017</b>
<b>State/Federal Block Grant Only</b>		<b>LME/MCO:</b>								
<b>Monitoring Areas</b>	<b>Standard</b>	<b>Alliance</b>	<b>Cardinal</b>	<b>Eastpointe</b>	<b>Partners</b>	<b>Sandhills</b>	<b>Vaya (Smoky)</b>	<b>Trillium</b>	<b>Statewide</b>	<b>STD DEV</b>
<b>Claims</b>		5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	5/16 - 6/15	
<b>Total # Clean Claim Received during Month (header)</b>		<b>21,922</b>	<b>29,083</b>	<b>12,523</b>	<b>37,920</b>	<b>5,700</b>	<b>21,935</b>	<b>22,376</b>	151,459	
Rate of Claims Rcpt per Person Served	o	4.4	5.4	5.9	15.7	1.9	5.7	5.3	5.84	4.03
# Paid		18,585	26,927	10,377	26,104	5,568	19,023	21,468	128,052	
# Denied		3,337	2,088	2,146	11,816	132	2,912	908	23,339	
# Pended or in Process			68	-	-	-	-	-	68	
Percent Denied	o	15.2%	7.2%	17.1%	31.2%	2.3%	13.3%	4.1%	15.4%	9.1%
# Paid or Denied within 30 Days		21,572	29,015	12,520	37,920	5,699	21,405	22,376	150,507	
Percent Processed within 30 Days	90.0%	98.4%	99.8%	100.0%	100.0%	100.0%	97.6%	100.0%	99.4%	0.01
Avg # days for Processing (from Receipt to Payment )	o	6.0	8.8	8.7	6.9	13.6	9.8	7.8	9.0	2.28
<b>Complaints</b>		May 2017	May 2017	May 2017	May 2017	May 2017	May 2017	May 2017	May 2017	
<b>Total number of complaints received (1 month prior)</b>		<b>13</b>	<b>7</b>	<b>8</b>	<b>5</b>	<b>1</b>	<b>13</b>	<b>8</b>	56	
Rate of Complaints per 1,000 Persons Served	o	2.3	1.1	3.0	1.8	0.3	2.6	1.6	2.16	0.86
# Consumer complaints against provider		6	4	4	1	1	11	5	32	
% Consumer complaints against provider	o	46%	57%	50%	20%	100%	85%	63%	57%	24.2%
# Consumer complaints against LME/MCO		1	2	1	2	-	2	2	10	
% Consumer complaints against LME/MCO	o	8%	29%	13%	40%	0%	15%	25%	18%	12.6%
# Provider complaints against LME/MCO		-	-	-	-	-	-	-	-	
% Provider complaints against LME/MCO	o	0%	0%	0%	0%	0%	0%	0%	0%	0.0%
# of Other Types of Complaints		6	1	3	3	-	-	1	14	
# of Complaints Resolved in 30 Days		13	7	8	5	1	13	8	55	
Percent of Complaints resolved in 30 days	90.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.2%	-
Yellow Highlights indicate the MCO did not meet the Standard		Pink Highlights indicate the MCO did not meet the Standard for 3 conse Blue highlights indicate possible outliers.								

(1) Community Psychiatric Hospitalization includes 3-Way Contract funded beds, which are not distributed evenly across LME-MCO catchment areas, and may impact utilization rates.